

CITIZENS SERVICE CENTER

Narrative: The newly created Citizens Service Center came into being to improve the level of customer service that the city provides to its citizens. If we can provide better customer service it can lead to greater compliance and better service for all.

GOALS AND OBJECTIVES

GOAL 1: TO DELIVER THE BEST SERVICE AND CREATE THE ULTIMATE CUSTOMER EXPERIENCE.

Objective 1: Take ownership of each call, manage each request correctly, dispatch efficiently and communicate to ensure the customers complete satisfaction.

GOAL 2: ACHIEVE CUSTOMER SATISFACTION.

Objective 1: Utilizing our customer service skills while focusing to maintain call center metrics.

Expenditures	2005 Actual	2006 Budget	2007 Budget
Personnel	0	0	196,057
Operating	0	0	900

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LIST OF SERVICES

- Customer service support
- Provide assistance to other city departments